

June 08, 2022

The Honorable Jocelyn G. Boyd  
Chief Clerk/Administrator  
Public Service of South Carolina's 101 Executive Center Drive, Suite 100  
Columbia, SC 29210

Dear Ms. Boyd,

I, Melinda McKissick, am asking that the Full Commission hear and decide on the matter pertaining to Docket # 2022-200-E.

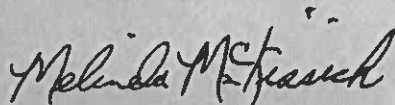
I have been a customer with Duke Energy Progress for forty years and always pay my bill before the due date. I have made it a practice to read and record my meter readings for years, because my electric bills were usually high. In December, 2012 I had a screened porch enclosed which helped bring my usage down a little. Then in 2016, I had Sumter Home Insulators insulate my attic and underneath my home. I also had another screened porch enclosed which brought the monthly usage down a little more. I am always looking for ways to lower my kw usage.

In March, April and first week of May 2022, outside temperatures were very mild, so I hardly ran my air conditioning. I know that heating and air is the main thing that runs up kw usage.

I have never had a problem with billing issues until I received my April and May 2022 bills. The April bill did not correspond with the reading that I wrote on my calendar. I called Duke energy Progress and they sent someone to re-read my meter. When I contacted DEP again, customer service was very rude and kept me on the phone for 52 minutes, but would not adjust the bill. I called ORS and spoke with Mr. Ryder, who in turn had Brad Kirby call me. Mr. Kirby ended up having DEP adjust the bill. Mr. Kirby assured me that it would not happen again. It did happen again with the May 2022 bill, but Mr. Kirby was not interested in helping me again in May 2022, which is why I come before the SCPSC. I have recently been taking pictures of my readings and sending them to my email.

Mr. Kirby states that DEP read my meter on May 13, 2022 at 10:29 a.m. I have video cameras outside of my home that show that no one came to my home or even rode by my home during this time on May 13, 2022. I was told years ago by a DEP customer service representative that DEP can read the meter from their office and that was before the Smart Meters even came out in my area. This is ridiculous that I being a loyal customer of DEP for so many years would have to endure such harassment. All I have asked is that my meter readings be recorded accurately, so that I am not overcharged. I would ask again that the matter go before the Full Commission.

Respectfully,

  
Melinda McKissick